REMARKS

The Office Action mailed July 31, 2008 has been carefully reviewed and the foregoing amendment has been made in consequence thereof.

Claims 1, 2, 4-11, 13-38, 40-75, and 79-85 are now pending in this application. Claims 1, 2, 4-11, 13-38, 40-75, and 79-85 stand rejected.

The rejection of Claims 1, 2, 4-11, 13-18, 28-38, 40-45, 73, and 79-85 under 35 U.S.C. § 103(a) as being unpatentable over Customer Support System (CircuitCity.com) (hereinafter referred to as "Customer Support System") in view of U.S. Publication No. 2001/0053980 to Suliman, Jr. et al. (hereinafter referred to as "Suliman, Jr."), further in view of U.S. Publication No. 2001/0011225 to O'Connor et al. (hereinafter referred to as "O'Connor"), and further in view of U.S. Patent No. 6,327,363 to Henderson et al. (hereinafter referred to as "Henderson") is respectfully traversed.

Customer Support System describes a system for providing customer support related to product services and repairs. In the system, an authorized service provider has trained technicians ready to troubleshoot and repair a plurality of products. Notably, as acknowledged by the Examiner, Customer Support System does not describe or suggest establishing a priority order to a service call among other service calls by a first computing unit based on warranty service information of a product (see Office Action, page 7). Further, Customer Support System does not describe or suggest providing a higher to a service call regarding a product that does not have a warranty than a priority given to a service call regarding a product that has a warranty.

Suliman, Jr. describes a registration system that may be linked to a plurality of service organizations that provide maintenance and repair services for consumer products (paragraph 14). Throughout a life of a product, a consumer will preferably utilize provided repair links to service his/her registered products (paragraph 76). A consumer can link to a repair shop that specializes in a particular product sought to be registered (paragraph 76). In this fashion, the consumer can schedule to bring the product in for maintenance or repair (paragraph 76). Consumers can schedule repairs and maintenance for their registered products with local service organizations at a touch of a button (paragraph 14). The registration system includes an account summary page (800) that includes a product summary field (820) in which each

product registration information file is listed (paragraph 63). From this field, consumers can access information, service, repair, secondary market and other product related links (paragraph 63). Notably, as acknowledged by the Examiner, Suliman, Jr. does not describe or suggest establishing a priority order to a service call among other service calls by a first computing unit based on warranty service information of a product (see Office Action, page 7). Further, Suliman, Jr. does not describe or suggest providing a higher priority to a service call regarding a product that does not have a warranty than a priority given to a service call regarding a product that has a warranty.

O'Connor describes an internet enabled system whereby clients may review small businesses and schedule appointments for service. Businesses are grouped into regional zones defining regions within which clients may be expected to easily travel to keep appointments. Each business presents an advertisement, and each advertisement is implemented with one or more hyperlinks. The hyperlinks may be used to make appointments. Notably, as acknowledged by the Examiner, O'Connor does not describe or suggest establishing a priority order to a service call among other service calls by a first computing unit based on warranty service information of a product (see Office Action, page 7). Further, O'Connor does not describe or suggest providing a higher priority to a service call regarding a product that does not have a warranty than a priority given to a service call regarding a product that has a warranty.

Henderson describes a customer service network 204 having a transaction processor 209. Transaction platform 209 comprises a service card platform capable of processing incoming calls in accordance with information provided by a caller and/or data stored in customer transaction database 210. Service card 200 may be included with a product and made available to customers of participating vendors that allow customers to obtain vendor support of purchased goods. A unique Personal Identification Number (PIN), or a customer identification number, is assigned to a customer service account. The PIN is recorded on the service card 200 along with a toll-free access number, which may be common for several or all pre-paid accounts. Data in a pre-paid account may vary but in general includes warranty and product registration information, service entitlement information and service processing and history information. Generally, a customer calls an access number to receive service from a vendor. The call is routed through a transaction processor 209. The customer's PIN is provided to transaction processor 209, and the call is routed to an appropriate customer

service agent in accordance with data read from the customer transaction database 210 (such as product type, model, vendor ID, etc.) and/or provided by the caller. However, the Examiner is interpreting the above description as inherently proving priority to customers calling regarding a product that is under warranty. Notably, Henderson does not describe or suggest providing a higher priority to a service call regarding a product that does not have a warranty than a priority given to a service call regarding a product that has a warranty

Claim 1 recites a method of enabling scheduling of a service call in a computing environment, wherein the method includes "obtaining product information regarding a product from a user of the computing environment; validating product warranty service information of the product in real-time from a database including warranty service information based on at least one of the product information and customer information obtained from the user; establishing a priority order to a service call among a plurality of service calls based on the product warranty service information, a higher priority given to a service call regarding a product that does not have a warranty than a priority given to a service call regarding a product that has a warranty; determining by a first computing unit including a web browser, whether the product is serviced by a manufacturer of the product or a service provider different than the manufacturer; automatically providing to the user, from whom the product information is obtained, at least one available appointment based on the priority order within a calendar schedule in real-time for scheduling a service call with at least one of the manufacturer and the service provider based on the product information and on said determination made by the first computing unit without interaction between the user and any other human being, and enabling the user to select one available appointment in real-time for at least one service provider from the calendar schedule; and automatically providing a service call price estimate that varies based on a regional location of the user, without interaction between the user and any other human being."

None of Customer Support System, Suliman, Jr., O'Connor, and Henderson, considered alone or in combination, describes or suggests a method of enabling scheduling of a service call as recited in Claim 1. More specifically, none of Customer Support System, Suliman, Jr., O'Connor, and Henderson, considered alone or in combination, describes or suggests establishing a priority order to a service call among other service calls by a first computing unit based on a warranty service information of a product, wherein a higher priority to a service call regarding a product that does not have a warranty than a priority

given to a service call regarding a product that has a warranty. Rather, as acknowledged by the Examiner on page 7 of the Office Action, none of Customer Support System, Suliman Jr., and O'Connor describes or suggests establishing a priority order to a service call among other service calls by a first computing unit based on warranty service information of a product. Further, Henderson describes a relational database where product warranty information is stored and recalled for purposes of validating customer entitlement to service. The Examiner alleges that Henderson inherently describes that those entitled to service under a warranty program are given priority. In contrast, Claim 1 provides higher priority to a service call regarding a product that does not have a warranty than a priority given to a service call regarding a product that has a warranty, which is contrary to the teachings of Henderson. As such, Henderson does not overcome the deficiencies of Customer Support System, Suliman, Jr., and/or O'Connor.

For at least the reasons set forth above, Claim 1 is submitted to be patentable over Customer Support System in view of Suliman, Jr., further in view of O'Connor, and further in view of Henderson.

Claims 2, 4-11, 13-18, 73, and 79-85 depend, directly or indirectly, from independent Claim 1. When the recitations of Claims 2, 4-11, 13-18, 73, and 79-85 are considered in combination with the recitations of Claim 1, Applicants submit that dependent Claims 2, 4-11, 13-18, 73 and 79-85 likewise are patentable over Customer Support System in view of Suliman, Jr., further in view of O'Connor, and further in view of Henderson.

Claim 28 recites a system for enabling scheduling of a service call in a computing environment, wherein the system includes "at least one processor adapted to obtain product information regarding a product from a user of the computing environment; and said at least one processor adapted to: validate product warranty service information of the product in real-time from a database including warranty service information based on at least one of the product information and customer information obtained from the user; establish a priority order to a service call among a plurality of service calls based on the product warranty service information, a higher priority given to a service call regarding a product that does not have a warranty than a priority given to a service call regarding a product that has a warranty; determine whether the product is serviced by a manufacturer of the product or a service provider different than the manufacturer; provide to the user, from whom the product information is obtained, at least one available appointment based on the priority order in real-

time for scheduling a service call, wherein the at least one available appointment is based on the product information and on the determination made by said at least one processor, and said at least one processor adapted to provide the at least one available appointment based on a determination to display the at least one available appointment within a calendar schedule in real-time for scheduling the service call; and provide to the user, prior to scheduling the service call, a price estimate that varies based on a regional location of the user for the service call without interaction between the user and any other human being."

None of Customer Support System, Suliman, Jr., O'Connor, and Henderson, considered alone or in combination, describes or suggests a system for enabling scheduling of a service call in a computing environment as recited in Claim 28. More specifically, none of Customer Support System, Suliman, Jr., O'Connor, and Henderson, considered alone or in combination, describes or suggests establishing a priority order to a service call among other service calls by a first computing unit based on a warranty service information of a product, wherein a higher priority to a service call regarding a product that does not have a warranty than a priority given to a service call regarding a product that has a warranty. Rather, as acknowledged by the Examiner on page 7 of the Office Action, none of Customer Support System, Suliman Jr., and O'Connor describes or suggests establishing a priority order to a service call among other service calls by a first computing unit based on warranty service information of a product. Further, Henderson describes a relational database where product warranty information is stored and recalled for purposes of validating customer entitlement to service. The Examiner alleges that Henderson inherently describes that those entitled to service under a warranty program are given priority. In contrast, Claim 28 provides higher priority to a service call regarding a product that does not have a warranty than a priority given to a service call regarding a product that has a warranty, which is contrary to the teachings of Henderson. As such, Henderson does not overcome the deficiencies of Customer Support System, Suliman, Jr., and/or O'Connor.

For at least the reasons set forth above, Claim 28 is submitted to be patentable over Customer Support System in view of Suliman, Jr., further in view of O'Connor, and further in view of Henderson.

Claims 29-38 and 40-45 depend, directly or indirectly, from independent Claim 28. When the recitations of Claims 29-38 and 40-45 are considered in combination with the recitations of Claim 28, Applicants submit that dependent Claims 29-38 and 40-45 likewise

are patentable over Customer Support System in view of Suliman, Jr., further in view of O'Connor, and further in view of Henderson.

For at least the reasons set forth above, Applicant respectfully requests that the Section 103 rejection of Claims 1, 2, 4-11, 13-18, 28-38, 40-45, 73 and 79-85 be withdrawn.

The rejection of Claims 19-23, 25-27, 46-72, 74, and 75 under 35 U.S.C. §103(a) as being unpatentable over Customer Support System in view of Suliman, Jr., further in view of Henderson, is respectfully traversed.

Claim 19 recites a method of enabling scheduling of a service call for repair of a home appliance in a computing environment, wherein the method includes "obtaining product information regarding a product at a first computing unit from input of the product information by a user at a second computing unit coupled to the first computing unit via a communications network; validating product warranty service information of the product in real-time from a database including warranty service information based on at least one of the product information and customer information obtained from the user; establishing a priority order to a service call among a plurality of service calls by the first computing unit based on the product warranty service information, a higher priority given to a service call regarding a product that does not have a warranty than a priority given to a service call regarding a product that has a warranty; determining, by the second computing unit including a web browser, whether the product is serviced by a manufacturer of the product or a service provider different than the manufacturer; automatically providing from the first computing unit to the user that input the product information at the second computing unit at least one available appointment based on the priority order in real-time for scheduling a service call based on the product information and based on said determination made by the second computing unit, wherein said automatically providing includes providing without interaction between the user and any other human being, and said automatically providing includes providing based on a determination to display the at least one available appointment in real-time within a calendar schedule for scheduling the service call; and automatically providing from the first computing unit to the user, prior to scheduling the service call, a price estimate that varies based on a regional location of the user for the service call without interaction between the user and any other human being."

None of Customer Support System, Suliman, and Henderson, considered alone or in combination, describes or suggests a method of enabling scheduling of a service call for repair of a home appliance in a computing environment as recited in Claim 19. More specifically, none of Customer Support System, Suliman, Jr., and Henderson, considered alone or in combination, describes or suggests establishing a priority order to a service call among other service calls by a first computing unit based on a warranty service information of a product, wherein a higher priority to a service call regarding a product that does not have a warranty than a priority given to a service call regarding a product that has a warranty. Rather, as acknowledged by the Examiner on pages 20 and 21 of the Office Action, neither Customer Support System nor Suliman, Jr. describes or suggests establishing a priority order to a service call among other service calls by a first computing unit based on warranty service information of a product. Further, Henderson describes a relational database where product warranty information is stored and recalled for purposes of validating customer entitlement to service. The Examiner alleges that Henderson inherently describes that those entitled to service under a warranty program are given priority. In contrast, Claim 19 provides higher priority to a service call regarding a product that does not have a warranty than a priority given to a service call regarding a product that has a warranty, which is contrary to the teachings of Henderson. As such, Henderson does not overcome the deficiencies of Customer Support System and/or Suliman, Jr.

For at least the reasons set forth above, Claim 19 is submitted to be patentable over Customer Support System in view of Suliman, Jr., further in view of Henderson.

Claims 20-23, 25-27, and 74 depend, directly or indirectly, from independent Claim 19. When the recitations of Claims 20-23, 25-27, and 74 are considered in combination with the recitations of Claim 19, Applicants submit that dependent Claims 20-23, 25-27 and 74 likewise are patentable over Customer Support System in view of Suliman, Jr., further in view of Henderson.

Claim 46 recites a system for enabling scheduling of a service call for repair of a home appliance in a computing environment, wherein the system includes "means for obtaining product information regarding a product at a first computing unit from input of the product information by the user at a second computing unit coupled to the first computing unit via a communications network, wherein said first computing unit includes a web browser, is configured to determine whether the product is serviced by a manufacturer of the

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product or a service provider different than the manufacturer; means for validating product warranty service information of the product in real-time from a database including warranty service information based on at least one of the product information and customer information obtained from the user; means for establishing a priority order to a service call among a plurality of service calls based on the product warranty service information, a higher priority given to a service call regarding a product that does not have a warranty than a priority given to a service call regarding a product that has a warranty; means for providing from the first computing unit to the user that input the product information at the second computing unit at least one available appointment based on the priority order in real-time for scheduling a service call based on the product information and the determination made by said first computing unit, wherein the means for providing provides without interaction between the user and any other human being, and said means for providing provides the at least one available appointment based on a determination to display to the user the at least one available appointment within a calendar schedule in real-time for scheduling the service call; and means for providing from the first computing unit to the user, prior to scheduling the service call, a price estimate that varies based on a regional location of the user for the service call without interaction between the user and any other human being."

None of Customer Support System, Suliman, Jr., and Henderson, considered alone or in combination, describes or suggests a system for enabling scheduling of a service call for repair of a home appliance in a computing environment as recited in Claim 46. More specifically, none of Customer Support System, Suliman, Jr., and Henderson, considered alone or in combination, describes or suggests a means for establishing a priority order to a service call among other service calls by a first computing unit based on a warranty service information of a product, wherein a higher priority to a service call regarding a product that does not have a warranty than a priority given to a service call regarding a product that has a warranty. Rather, as acknowledged by the Examiner on pages 20 and 21 of the Office Action, neither Customer Support System nor Suliman, Jr. describes or suggests establishing a priority order to a service call among other service calls by a first computing unit based on warranty service information of a product. Further, Henderson describes a relational database where product warranty information is stored and recalled for purposes of validating customer entitlement to service. The Examiner alleges that Henderson inherently describes that those entitled to service under a warranty program are given priority. In contrast, Claim 46 provides higher priority to a service call regarding a product that does not have a warranty

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than a priority given to a service call regarding a product that has a warranty, which is contrary to the teachings of Henderson. As such, Henderson does not overcome the deficiencies of Customer Support System and/or Suliman, Jr.

For at least the reasons set forth above, Claim 46 is submitted to be patentable over Customer Support System in view of Suliman, Jr., further in view of Henderson.

Claims 47-54 depend, directly or indirectly, from independent Claim 46. When the recitations of Claims 47-54 are considered in combination with the recitations of Claim 46, Applicants submit that dependent Claims 47-54 likewise are patentable over Customer Support System in view of Suliman, Jr., further in view of Henderson.

Claim 55 recites at least one program storage device readable by a machine, tangibly embodying at least one program of instructions executable by the machine to perform a method of enabling scheduling a service call, wherein the method includes "obtaining product information regarding a product from a user; validating product warranty service information of the product in real-time from a database including warranty service information based on at least one of the product information and customer information obtained from the user; establishing a priority order to a service call among a plurality of service calls based on the product warranty service information, a higher priority given to a service call regarding a product that does not have a warranty than a priority given to a service call regarding a product that has a warranty; determining, by the machine, whether the product is serviced by a manufacturer of the product or a service provider different than the manufacturer; automatically providing to the user, from whom the product information is obtained, at least one available appointment based on the priority order in real-time for scheduling a service call based on the product information and said determination made by the machine, wherein said automatically providing includes providing without interaction between the user and any other human being, and said automatically providing includes providing based on a determination to display the at least one available appointment within a calendar schedule in real-time for scheduling the service call; and automatically providing to the user, prior to scheduling the service call, a price estimate that varies based on a regional location of the user for the service call without interaction between the user and any other human being."

None of Customer Support System, Suliman, Jr., and Henderson, considered alone or in combination, describes or suggests at least one program storage device readable by a machine, tangibly embodying at least one program of instructions executable by the machine to perform a method of enabling scheduling a service call as recited in Claim 55. More specifically, none of Customer Support System, Suliman, Jr., and Henderson, considered alone or in combination, describes or suggests establishing a priority order to a service call among other service calls by a first computing unit based on a warranty service information of a product, wherein a higher priority to a service call regarding a product that does not have a warranty than a priority given to a service call regarding a product that has a warranty. Rather, as acknowledged by the Examiner on pages 20 and 21 of the Office Action, neither Customer Support System nor Suliman, Jr. describes or suggests establishing a priority order to a service call among other service calls by a first computing unit based on warranty service information of a product. Further, Henderson describes a relational database where product warranty information is stored and recalled for purposes of validating customer entitlement to service. The Examiner alleges that Henderson inherently describes that those entitled to service under a warranty program are given priority. In contrast, Claim 55 provides higher priority to a service call regarding a product that does not have a warranty than a priority given to a service call regarding a product that has a warranty, which is contrary to the teachings of Henderson. As such, Henderson does not overcome the deficiencies of Customer Support System and/or Suliman, Jr.

For at least the reasons set forth above, Claim 55 is submitted to be patentable over Customer Support System in view of Suliman, Jr., further in view of Henderson.

Claims 56-63 depend, directly or indirectly, from independent Claim 55. When the recitations of Claims 56-63 are considered in combination with the recitations of Claim 55, Applicants submit that dependent Claims 56-63 likewise are patentable over Customer Support System in view of Suliman, Jr., further in view of Henderson.

Claim 64 recites an article of manufacture including "at least one computer usable medium having computer readable program code means embodied therein for causing a scheduling of a service call for repair of a home appliance, the computer readable program code means in said article of manufacture comprising: computer readable program code means for causing a computer to obtain product information regarding a product at a first computing unit from input of the product information by the user at a second computing unit

coupled to the first computing unit via a communications network; computer readable program code means for causing a computer to determine whether the product is serviced by a manufacturer of the product or a service provider different than the manufacturer; computer readable program code means for validating product warranty service information of the product in real-time from a database including warranty service information based on at least one of the product information and customer information obtained from the user; computer readable program code means for establishing a priority order to a service call among a plurality of service calls by the first computing unit based on the product warranty service information, a higher priority given to a service call regarding a product that does not have a warranty than a priority given to a service call regarding a product that has a warranty; computer readable program code means for causing a computer to provide from the first computing unit to the user that input the product information at the second computing unit at least one available appointment based on the priority order of the service call in real-time for scheduling a service call based on the product information and the determination made by the computer readable program code means for causing a computer to determine whether the product is serviced by the manufacturer of the product or the service provider different than the manufacturer, and said computer readable program code means for causing a computer to provide the at least one available appointment causes a computer to provide the at least one available appointment based on a determination to display the at least one available appointment within a calendar schedule in real-time for scheduling the service call; and computer readable program code means for causing a computer to provide from the first computing unit to the user, prior to scheduling the service call, a price estimate that varies based on a regional location of the user for the service call without interaction between the user and any other human being."

None of Customer Support System, Suliman, Jr., and Henderson, considered alone or in combination, describes or suggests an article of manufacture as recited in Claim 64. More specifically, none of Customer Support System, Suliman, Jr., and Henderson, considered alone or in combination, describes or suggests computer readable program code means for establishing a priority order to a service call among other service calls by a first computing unit based on a warranty service information of a product, wherein a higher priority to a service call regarding a product that does not have a warranty than a priority given to a service call regarding a product that has a warranty. Rather, as acknowledged by the Examiner on pages 20 and 21 of the Office Action, neither Customer Support System nor

Suliman, Jr. describes or suggests establishing a priority order to a service call among other service calls by a first computing unit based on warranty service information of a product. Further, Henderson describes a relational database where product warranty information is stored and recalled for purposes of validating customer entitlement to service. The Examiner alleges that Henderson inherently describes that those entitled to service under a warranty program are given priority. In contrast, Claim 64 provides higher priority to a service call regarding a product that does not have a warranty than a priority given to a service call regarding a product that has a warranty, which is contrary to the teachings of Henderson. As such, Henderson does not overcome the deficiencies of Customer Support System and/or Suliman, Jr.

For at least the reasons set forth above, Claim 64 is submitted to be patentable over Customer Support System in view of Suliman, Jr., further in view of Henderson.

Claims 65-72 depend, directly or indirectly, from independent Claim 64. When the recitations of Claims 65-72 are considered in combination with the recitations of Claim 64, Applicants submit that dependent Claims 65-72 likewise are patentable over Customer Support System in view of Suliman, Jr., further in view of Henderson.

Claim 75 depends directly from independent Claim 28, which is recited above. None of Customer Support System, Suliman, Jr., and Henderson, considered alone or in combination, describes or suggests a system for enabling scheduling of a service call as recited in Claim 28. More specifically, none of Customer Support System, Suliman, Jr., and Henderson, considered alone or in combination, describes or suggests establishing a priority order to a service call among other service calls by a first computing unit based on a warranty service information of a product, wherein a higher priority to a service call regarding a product that does not have a warranty than a priority given to a service call regarding a product that has a warranty. Rather, as acknowledged by the Examiner on page 7 of the Office Action, neither Customer Support System nor Suliman, Jr. describes or suggests establishing a priority order to a service call among other service calls by a first computing unit based on warranty service information of a product. Further, Henderson describes a relational database where product warranty information is stored and recalled for purposes of validating customer entitlement to service. The Examiner alleges that Henderson inherently describes that those entitled to service under a warranty program are given priority. In contrast, Claim 28 provides higher priority to a service call regarding a product that does not

have a warranty than a priority given to a service call regarding a product that has a warranty, which is contrary to the teachings of Henderson. As such, Henderson does not overcome the deficiencies of Customer Support System and/or Suliman, Jr.

For at least the reasons set forth above, Claim 28 is submitted to be patentable over Customer Support System in view of Suliman, Jr., further in view of Henderson.

When the recitations of Claim 75 are considered in combination with the recitations of Claim 28, Applicants submit that dependent Claim 75 likewise is patentable over Customer Support System in view of Suliman, Jr., further in view of Henderson.

For at least the reasons set forth above, Applicants respectfully request that the Section 103 rejection of Claims 19-23, 25-27, 46-72, 74, and 75 be withdrawn.

It appears that Claim 24 was not explicitly rejected in the outstanding Office Action. Claim 24 depends directly from independent Claim 19, which Applicants submit is patentable over the cited art. When the recitations of Claim 24 are considered in combination with the recitations of Claim 19, Applicants submit that dependent Claim 24 likewise is patentable over the cited art and notification to that effect is solicited.

In view of the foregoing amendment and remarks, this application is believed to be in condition for allowance. Reconsideration and favorable action are respectfully solicited.

Respectfully submitted,
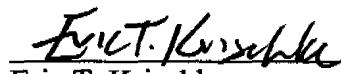
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